Learning Conversation Notes	
<b>Date:</b> 11-15-06	
<b>Ages:</b> 0 yr (8), <1 yr (93), 1 yr (80) 2 yr	
(112),3 yr (127), 4 yr (105), 5 yr (119)	
Gender: Ethnicity:	
344-Male 489 - Caucasian	
300-Female 14 - African Amer.	
62 – Hispanic	
3 – Alaskan	
Native/American Indian	
8 – Asian	
28 – Multiracial	
42 - Unknown	

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#### Outcomes:

- All parents of children prenatal through 5 served by the Facilitator's Office are supported with legal information and referrals for needed services. Therefore the lives of their children will be improved.
- New funds and staffing resources will provide services to parents of children 0-5 in Placer County independent of First 5 Placer funding.

## **Performance Measures:**

- Demographics (ages, gender, and when served)
- Track referrals made to other agencies
- Questionnaires for parents who are served more than once
- Facilitator data collection instrument
- Number of law school partners and students service 0-5

## What is this data telling us about achievement of outcomes?

### **Demographics**

Ages and gender are similar to what have been seen in the past for this program. There is an expectation that all demographics will increase with the move into South Placer.

Don't currently have a way to put zip code data into the current data collection tool and this information is needed for future state reporting.

#### Referrals

There were a total of 215 referrals out. Largest referral category is other (details are attached) 77, followed by Local Child Support Agency-40, Private Attorney-

36, Family Court Services-29, and Lawyer Referral-15. No referrals for childcare services are shown but referrals were made but not captured. Referrals will be reported on at the next Learning Conversation.

#### **Parent Questionnaire**

Of those completing the survey 43.5% (235) had not been to the Legal Help Center before and 56 % (305) had previously visited. Of those who had been to the center before 54% (165) did not have any comments and 46% (140) did have comments. The comments were grouped by the following themes: 18% (26) Custody/Visitation or Parenting Plan, 16% (22) Safer/more stable environment and 11% (16) Procedure/Paperwork/Explain law (the balance of the response themes and sample answers from each theme are attached). Overall the questionnaires show that parents believe that the lives of their children have been improved through the services they have received at the Center.

### **Facilitator Data Collection Instrument**

A total of 618 surveys were completed. This instrument shows that the Center is providing legal information and referrals to parents of children prenatal to 5. One hundred and fifty-three customers were assisted by Interns/volunteers reflecting the objective of Outcome 2 (sustainability).

# In what ways will we apply what we have learned from our data?

Work on capturing more of the types of referrals and tracking the referrals. For example Family Resource Center, children's health insurance and PCOE Childcare referrals (referrals were made over this reporting period to both agencies but not captured).

The Legal Help Center does not see a lot of people returning after completion of guardianship as it is a one time event. The reports from the courts mediators and evaluators for families that haven't used the Legal Help Center reflect that the children are under more stress as a result of their parents' conflict.

The facilitator data collection instrument shows that the parents are being supported with legal information and referrals but the information on how this affects the children is shown through other data collection instruments.

The Legal Help Center will begin capturing some of the data from the telephone assistance calls that can be utilized for First 5.

Once the center moves to Roseville the Center expects to see an increase in the volume of customers seen by law students.

### Sustainability

Previously First 5 has funded \$50,000 out of \$165,000; today other sources of income have increased (along with the budget), decreasing the percentage that

First 5 funds represent. First 5 helped the Center to partner with other agencies.

# Other points that were made during the conversation:

There has been an increase in telephone assistance and it would appear that families with small children are taking advantage of the telephone service. Additionally staff are In the process of improving the self-help section of their website.

Attending the First 5 Partner lunches has provided resources for partnerships and referral services.

# Next Steps:

Separate out continuing and new demographics on future data reports. Collect and report data using the contract date of July to June of each year. Add zip code data to learning conversation data tool.

Would like to see increased outreach to parents of prenatal and infants to increase community knowledge around services provided by this program.

Collect the data as if there were going to be a Learning Conversation in April or May. First 5 staff will make contact for data reporting.